

ITEM REDUCTIONS BY METHOD OF FINANCING
81st Regular Session, 2010-11 Item Reductions
Automated Budget and Evaluation System of Texas (ABEST)

Date: 2/12/2010
Time: 8:18:47AM
Page: 1 of 4

Agency code: 448

Agency name: Office of Injured Employee Counsel

Item Priority and Name/ Method of Financing	2010	2011	Biennial Total	Target
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1 Travel

Item Comment: OIEC is actively involved in workers' compensation on a national basis. The International Association of Industrial Accident Boards and Commissions (IAIABC) and other states have publicly recognized OIEC as a national model. A reduction of budget in this object code will eliminate OIEC's participation at the annual IAIABC conference and other national platforms that highlight Texas' accomplishments in this arena.

Agency training will be adversely affected by this reduction, which is a very important aspect of the agency. Ombudsmen are able to refine their skills in assisting injured employees in proceedings before the Texas Department of Insurance through Practical Skills training and other training which require Ombudsmen and Regional Staff Attorneys to travel. Approximately 25% of the Ombudsman Program training will be eliminated due to this reduction. Additionally, quality assurance reviews to identify potential areas of improvement within the agency will decrease.

OIEC anticipates the following measures are likely to be adversely affected as a result of this reduction:

1. Output Measure 1.1.1 op 6 - Number of Assists a Regional Staff Attorney Provides to an Ombudsman
2. Output Measure 2.1.1 op 4 - Number of presentations performed by OIEC
3. Outcome Measure 1.1 oc 3 - Percentage of Issues Raised at ContestedCase Hearings (CCH) where the Injured Employee Prevailed When Assisted by an Ombudsman
4. Outcome Measure 1.1 oc 4 - Percentage of Issues Raised on Appeal where the Injured Employee Prevailed When Assisted by an Ombudsman

Total Reduction: FY 2010 - \$30,000; FY 2011 - \$50,000

Strategy 1: FY 2010 - \$15,741; FY 2011 - \$26,235

Strategy 2: FY 2010 - \$11,493; FY 2011 - \$19,155

Strategy 3: FY 2010 - \$2,766; FY 2011 - \$4,610

GR DEDICATED

36 Dept Ins Operating Acct	\$30,000	\$50,000
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Gr Dedicated Total	\$30,000	\$50,000
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Item Total	\$30,000	\$50,000
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2 Professional Fees/Services

* - Indicates amount does not meet target requirements.

ITEM REDUCTIONS BY METHOD OF FINANCING
81st Regular Session, 2010-11 Item Reductions
Automated Budget and Evaluation System of Texas (ABEST)

Date: 2/12/2010
Time: 8:18:55AM
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Agency code: 448

Agency name: Office of Injured Employee Counsel

Item Priority and Name/ Method of Financing	2010	2011	Biennial Total	Target
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Item Comment: OIEC's role as an advocate and a system participant within the workers' compensation system is unique. As such, OIEC contracted with external vendors to produce non-biased, research intensive Customer Satisfaction Surveys for strategic planning purposes. The reduction results in OIEC producing this report internally by absorbing the function within the agency's Quality Assurance section. As a result, OIEC's Quality Assurance section is adversely impacted by over 25 percent. As such, this impact is likely to adversely impact the agency and the following performance measures:

1. Outcome measure 1.1. oc 1 - Percentage of disputes resolved by OIEC prior to holding a Texas Department of Insurance administrative dispute resolution proceeding
2. Output Measure 1.1.1 op 6 - Number of assists a Regional Staff Attorney provides to an Ombudsman

Total Reduction: FY 2010 - \$20,000; FY 2011 - \$50,000

Strategy 1: FY 2010 - \$10,494; FY 2011 - \$26,235

Strategy 2: FY 2010 - \$7,662; FY 2011 - \$19,155

Strategy 3: FY 2010 - \$1,844; FY 2011 - \$4,610

GR DEDICATED

36 Dept Ins Operating Acct	\$20,000	\$50,000
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Gr Dedicated Total	\$20,000	\$50,000
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Item Total	\$20,000	\$50,000
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3 Other Operating

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Item Priority and Name/ Method of Financing	2010	2011	Biennial Total	Target
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Item Comment: Outreach efforts are a critical part of OIEC's mission to assist, educate, and advocate on behalf of the injured employees in Texas. The Texas Department of Insurance (TDI) conducts a biennial survey of employers. The results of the survey indicates that Texas employers have become more educated about HB 7 and recent workers' compensation reforms. OIEC believes this improvement is a result of the agency's exhaustive education efforts. Specifically, OIEC has provided public service announcements and developed tools to educate injured employees and assist them in navigating through the dispute resolution process. OIEC also provides outreach and education to workers' compensation system participants and the public about the agency's services in the workers' compensation system.

Labor Code §404.154 and §404.004 statutorily mandate the agency to widely disseminate information about the ombudsman program and prepare education information of public interest, respectively. A reduction in this category impacts the ability for OIEC to provide outreach materials, disseminate information to injured employees and other parties in the workers' compensation system, and make public presentations to fulfill the agency's education goal.

This reduction may adversely affect the following performance measures:

1. Output measure 2.1.1 op 2 - Number of Injured employees assisted by telephone
2. Output Measure 2.1.1 op 4 - Number of presentations performed by OIEC

Total Reduction: FY 2010 - \$55,000; FY 2011 - \$255,000

Strategy 1: FY 2010 - \$28,859; FY 2011 - \$133,799

Strategy 2: FY 2010 - \$21,071; FY 2011 - \$97,691

Strategy 3: FY 2010 - \$5,070; FY 2011 - \$23,510

GR DEDICATED

36 Dept Ins Operating Acct	\$55,000	\$255,000
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Gr Dedicated Total	\$55,000	\$255,000
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Item Total	\$55,000	\$255,000
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4 Salaries & Wages

* - Indicates amount does not meet target requirements.

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Item Priority and Name/ Method of Financing	2010	2011	Biennial Total	Target
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Item Comment: While OIEC is committed to providing high quality services to every unrepresented injured employee, the agency anticipates the following measures are likely to be adversely affected due to the reduction:

1. Outcome measure 1.1. oc 1 - Percentage of disputes resolved by OIEC prior to holding a Texas Department of Insurance administrative dispute resolution proceeding
2. Output Measure 2.1.1 op 4 - Number of presentations performed by OIEC
3. Output Measure 2.1.1 op 2 - Number injured employees assisted by telephone
4. Output Measure 2.1.1 op 5 - Number of Referrals to Department of Assistive and Rehabilitative Services (DARS), the Texas Workforce Commission (TWC), the Texas Department of Insurance (TDI), or Other Social or Regulatory Services

Total Reduction: FY 2010 - \$120,000; FY 2011 - \$196,954

Strategy 1: FY 2010 - \$36,231; FY 2011 - \$53,350

Strategy 2: FY 2010 - \$83,769; FY 2011 - \$143,604

Strategy 3: FY 2010 - \$0; FY 2011 - \$0

FTE Reduction

Strategy 1: FY 2010 - 4; FY 2011 - 4

Strategy 2: FY 2010 - 4; FY 2011 - 4

Strategy 3: FY 2010 - 0; FY 2011 - 0

GR DEDICATED

36 Dept Ins Operating Acct	\$120,000	\$196,954		
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Gr Dedicated Total	\$120,000	\$196,954		
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Item Total	\$120,000	\$196,954		
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Agency General Revenue Total

Agency GR Dedicated Total	\$225,000	\$551,954		
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Agency Grand Total	\$225,000	\$551,954	\$776,954	\$776,954
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* - Indicates amount does not meet target requirements.